Animal Care of Davis County

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MEMORANDUM

Date: **July 30, 2020**

To: **Davis County Budget Committee**

From: **Rollin Cook**
Director - Animal Care of Davis County

RE: **Reclass Shelter Tech to Dispatcher/Office Specialist**

Summary: Change current Shelter Tech (Grade 9) position to Dispatcher/Office Specialist (Grade 12) position.

Proposal: Although my time in this position has been short, it is clear that the critical operations of our front desk area is in need of personnel who have the skills and desires to work directly with our customers and manage front office responsibilities. The previous administration chose to eliminate the Dispatcher/Office Specialist positions to increase the number of Shelter Technicians, which in turn has led to our front office area not meeting the expectations of our customers and other Davis County partners.

We would like to change our operations back to reflect strong customer service, fiscal responsibilities and office management. This can be accomplished by returning one of the Shelter Tech positions to a Dispatcher/Office Specialist who will manage the day to day office responsibilities and customer service tasks at the shelter. This includes: Cash Handling; Customer Service Phone Calls; Adoptions; Filing; Return to Owners; etc.

Costs of the proposal: Due to vacancies in our department during the FY2020, this change will not negatively impact this year's budget, but may require a small adjustment in future years. I estimate the cost to be between $4,659.20 to $7,113.60 annually.

Benefits of the proposal:
This allows the shelter techs to focus on caring for, cleaning and enriching the lives of our animals at the Animal Care facility throughout the day, while allowing for a designated staff member to concentrate solely on the needs of the community members who are seeking assistance from Animal Care of Davis County with little interruption and effective customer service.

Further, having designated front desk staff eliminates the issue of having more than one person with access to the cash till, which was recognized by the Clerk Auditor's Office as an area of concern that needed to be addressed as part of our cash handing procedures. These positions will also serve to support and relieve our dispatchers as needed.

Other considerations, if applicable:

Thank you for your consideration. Please let me know if you have any questions, comments or concerns.